

— CASE IN POINT | **SERVICENOW + MANUFACTURING**

Revamping IT Management: Solutions for a Post-Attack Landscape

RapDev's implementation of ServiceNow streamlined IT management, achieving an 86% reduction in configuration items & enhancing incident response efficiency

Boosting Security with Efficient Cleanup & Best Practices

Business Challenges & Solution:	Engagement Results:
Ransomware attack resulting in \$27M loss, prompting large-scale cleanup of CMDB	48 hour recovery time reduced to 12
Adoption of RapDev's Asset & CI Insights enabled enhanced security & streamlined operations through automation	32% reduction in security incidents
13.5M CIs created management difficulties, triggering a thorough cleanup via custom background scripts	86% reduction in CI count
Lack of protocols & inconsistent management for handling CIs resolved by development & enforcement of best practices using ChatOps	\$8M in annual savings from lower maintenance costs

" We clicked with their Solution Architect and Sales team right away. We tackled some big issues, such as taking our CMDB back to OOB and implementing HAM and SAM Pro, all in a 6 month timeframe. **The collaborative nature of our teams has been awesome.**"

— Senior Director, Global Leader in Manufacturing Technologies

